



**STATE OF IOWA**  
**MASTER AGREEMENT**  
 Contract Declaration and Execution

EFFECTIVE BEGIN DATE: 01-01-2009  
 EXPIRATION DATE: 12-31-2009  
 PAGE: 1 of 4

**VENDOR:**

Travel & Transport Inc  
 2120 S 72nd St

Omaha, NE 68124  
 USA

**VENDOR CONTACT:**

Dorothy Schrumer

PHONE: 515-292-8182 EXT:

EMAIL: dschumer@tandt.com

**ISSUER:**

JEANETTE CHUPP

PHONE: 515-281-6288

EMAIL: Jeanette.Chupp@iowa.gov

FOB FOB Ship Pt, Freight Prepaid

**Contract For:** Travel Agency Services

The parties agree to comply with the terms and conditions on the following attachments which are by this reference made a part of the agreement.

Attachment 1: RFP70500S015 dated November 30, 2004, and Contractor's Response to RFP70500S015.

Ticket Reservation Phone Line: 800-747-8182 or 515-292-8182

Ticketing Web-Site: www.tandt.com/tx/resx

24 X 7 Emergency Domestic Traveler's Assistance Phone Line: 800-237-3950

24X7 Emergency International Traveler's Assistance Phone Line: 402-399-4667

Contract Manager: Dorothy Schumer

E-Mail: dschumer@tandt.com

**RENEWAL OPTIONS**

FROM 01-01-2010 TO 12-31-2010

**AUTHORIZED DEPARTMENT**

ALL

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		STATE OF IOWA	
CONTRACTOR'S NAME (If other than an individual, state whether a corp., partnership, etc.) <b>Travel and Transport, Inc.</b>		AGENCY NAME <b>Iowa Dept. of Administrative Services</b>	
BY (Authorized Signature) <b>MICHAEL J. KING</b>	Date Signed <b>1/14/09</b>	BY (Authorized Signature) <b>Jeanette Chupp</b>	Date Signed <b>January 14, 2009</b>
Printed Name and Title of Person Signing <b>Michael J. King</b>		Printed Name and Title of Person Signing <b>Jeanette Chupp</b>	
Address <b>2120 S. 72nd St., #700 Omaha, NE 68124</b>		Address <b>1305 E. Walnut, Des Moines, Iowa, 50319</b>	



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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
1	0.00000	EA	96178  Travel Agency Services Travel Agency Services Domestic Airline Ticketing Fee with E-Ticket and Travel Agent Assistance. .	\$31.000000 \$0.000000
2	0.00000	EA	96178  Travel Agency Services Travel Agency Services International Airline Ticketing fee with E-Ticket and Travel Agent Assistance. .	\$38.500000 \$0.000000
3	0.00000	EA	96178  Travel Agency Services Travel Agency Services Airline E-Ticket Fee when ticket is booked on travel web-site with no travel agent assistance. Web-site address: www.tandt.com/ts/resx .	\$17.000000 \$0.000000
5	0.00000	EA	96178  Travel Agency Services Travel Agency Services Invoicing Fee (when a paper invoice must be issued in lieu of credit card payment). .	\$12.000000 \$0.000000
6	0.00000	EA	96178  Travel Agency Services Travel Agency Services Personal Travel Agent assistance (in the event further customer service is necessary after on-line web-site booking). .	\$10.000000 \$0.000000
7	0.00000	EA	96178  Travel Agency Services Travel Agency Services Fee for on-line booking of Car Rental or Lodging (only in the event NO airline ticket is purchased). .	\$7.000000 \$0.000000
8	0.00000		96286  Transportation of Goods and Other Freight Services Transportation of Goods and Other Freight Services Actual Ticket Delivery Charges shall be invoiced for Paper Ticket Delivery. .	\$0.000000 \$0.000000



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**TERMS AND CONDITIONS****Remedies upon Default**

In any case where the vendor has failed to deliver or has delivered non-conforming goods and/or services, the State shall provide a cure notice. The notice to cure shall state the maximum length of time the vendor has to cure. If after the time period stated in the notice to cure has passed, the vendor continues to be in default, the State may procure goods and/or services in substitution from another source and charge the difference between the contracted price and the market price to the defaulting vendor. The State's Attorney General shall be requested to make collection from the defaulting vendor.

**Incorporation**

The Request for Proposal and/or bid documents for this project and the vendor's proposal in response to the RFP or Bid together with any clarifications, attachments, appendices, or amendments of the State or the Vendor are incorporated into this Contract by reference as if fully set forth in this Contract.

**Delivery and Acceptance (cont)**

D. Disposition of Rejected item - The vendor must remove at the vendor's expense any item rejected by the State. If the vendor fails to remove that rejected item, the State may dispose of the item by offering the same for sale, deduct any accrued expense and remit the balance to the vendor.

E. Testing After Delivery - Laboratory analysis of an item or other means of testing may be required after delivery. In such cases, vendors will be notified in writing that a special test is being made and that payment will be withheld until completion of the testing process.

**Delivery and Acceptance**

When an award has been made to a vendor and the purchase order issued, deliveries are to be made in the following manner.

A. Deliveries - All deliveries are to be made only to the point specified on the purchase order. If delivery is made to any other point, it shall be the responsibility of the vendor to promptly reship to the correct location. Failure to deliver procured goods on time may result in cancellation of an order or termination of a contract at the option of the State.

B. Delivery Charges - All delivery charges should be to the account of the vendor whenever possible. If not, all delivery charges should be prepaid by vendor and added to the invoice.

C. Notice of Rejection - The nature of any rejections of a shipment, based on apparent deficiencies disclosed by ordinary methods of inspection, will be given by the receiving agency to the vendor and carrier within a reasonable time after delivery of the item, with a copy of this notice to the General Services Enterprise - Purchasing. Notice of latent deficiencies which would make items unsatisfactory for the purpose intended may be given by the State of Iowa at any time after acceptance.

**Termination-Non-Appropriation**

Notwithstanding any other provision of this contract, if funds anticipated for the continued fulfillment of this contract are at any time not forthcoming or insufficient, either through the failure of the State to appropriate funds, discontinuance or material alteration of the program for which funds were provided, then the State shall have the right to terminate this contract without penalty by giving not less than thirty (30) days written notice documenting the lack of funding, discontinuance or program alteration.

**Miscellaneous**

The terms and provisions of this contract shall be construed in accordance with the laws of the State of Iowa. Any and all litigation or actions commenced in connection with this contract shall be brought in Des Moines, Iowa, in Polk County District Court for the State of Iowa. If however, jurisdiction is not proper in Polk County District Court, the action shall only be brought in the United States District Court for the Southern District of Iowa, Central Division, providing that jurisdiction is proper in that forum. This provision shall not be construed as waiving any immunity to suit or liability, which may be available to the State of Iowa.

If any provision of this contract is held to be invalid or unenforceable, the remainder shall be valid and enforceable.

**Performance Monitoring**

For all service contracts, the requirements of Iowa Code sections 8.47 shall be incorporated into final terms and conditions of the contract.

**Public Records**

The laws of the State of Iowa require procurement records to be made public unless exempted by the Code of Iowa.

**Independent Contractor**

The vendor is an independent contractor performing services for the State of Iowa, and as such shall not hold itself out as an employee or agent of the State.

**Hazardous Material**

All packaging, transportation, and handling of hazardous materials shall be in accordance with applicable federal and state regulations including, but not limited to, the Material Safety Data Sheet provision of O.S.H.A. Hazard Communication Standard 29CFR 1910.1200, and Iowa Administrative Code, Chapter 567.

**Records Retention**

The vendor shall maintain books, records, and documents which sufficiently and properly document and calculate all charges billed to the State of Iowa throughout the term of this Agreement for a period of at least five (5) years following the date of final payment or completion of any required audit, whichever is later. The vendor shall at, no charge, permit the Auditor of the State of Iowa, or any authorized representative of the State (or where federal funds are involved, the Comptroller General of the United States or any other authorized representative of the United States government) to access and examine, audit, excerpt and transcribe any directly pertinent books, documents, papers, electronic or optically stored and created records, or other records of the vendor relating to orders, invoices, or payments documentation or materials pertaining to this Agreement.

**Taxes**



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The State of Iowa is exempt from the payment of Iowa sales tax, motor vehicle fuel tax and any other Iowa tax that may be applied to a specified commodity and/or service. Contractors performing construction activities are required to pay state sales tax on the cost of materials. The Iowa Department of Revenue exemption letter will be furnished to a vendor upon request.

**Anti-Trust Assignment**

For good cause and as consideration for executing this purchase order, the vendor, through its duly authorized agent, conveys, sells, assigns, and transfers to the State of Iowa all rights, title and interest in and to all causes of action it may now or hereafter acquire under the anti-trust laws of the United States and the State of Iowa, relating to the particular goods or services purchased or acquired by the State of Iowa pursuant to the using State of Iowa agency.

**Warranty**

The vendor expressly warrants that all goods supplied shall be merchantable in accordance with the Uniform Commercial Code, Section 2-314 and the Iowa Code, Section 554.2314.

**Assignment**

Vendors may not assign contracts or purchase orders to any party (including financial institutions) without written permission of the General Services Enterprise - Purchasing.

**Nondiscrimination**

The vendor is subject to and must comply with all federal and state requirements concerning fair employment and will not discriminate between or among them by reason of race, color, religion, sex, national origin or physical handicap.

**Immunity of State/Fed Agencies**

The vendor shall defend and hold harmless the State and Federal funding source for the State of Iowa from liability arising from the vendor's performance of this contract and the vendor's activities with subcontracted and all other third parties.

**Indemnification**

To the extent that goods are not manufactured in accordance with the State's design, the vendor shall defend, indemnify and hold harmless the State of Iowa, the State's assignees, and other users of the goods from and against any claim of infringement of any Letter Patent, Trade Names, Trademark, Copyright or Trade Secrets by reason of sale or use of any articles purchased hereunder. The State shall promptly notify the vendor of any such claim.

**Title to Goods**

The vendor warrants that the goods purchased hereunder are free from all liens, claims or encumbrances.

**Subcontractors**

The successful vendor shall be responsible for all acts and performance of any subcontractor or secondary supplier that the successful vendor may engage for the completion of any contract with the State. A delay that results from a subcontractor's conduct, negligence or failure to perform shall not exempt the vendor from default remedies. The successful vendor shall be responsible for payment to all subcontractors and all other third parties.

**Force Majeure**

Force majeure includes acts of God, war, civil disturbance and any other causes which are beyond the control and anticipation of the party affected and which, by the exercise of reasonable diligence, the party was unable to anticipate or prevent. These provisions of force majeure also apply to subcontractors or suppliers of the Vendor. Force majeure does not include financial difficulties of the Vendor or any associated company of the Vendor, or claims or court orders that restrict the Vendor's ability to deliver the goods or services contemplated by this Agreement. Neither the Vendor nor the State shall be liable to the other for any delay or failure of performance of this Agreement caused by a force majeure, and not as a result of the fault or negligence of a party.

Project Manager: Dorothy Schumer, CTC, Manager/Client Services Manager  
 213 North Duff Avenue, Ames, Iowa, 50010 E-Mail Address: [dschumer@tandt.com](mailto:dschumer@tandt.com)  
 Phone: 515-292-5584 FAX: 515-292-9100

Customer Service: 515-292-8182, FAX: 515-292-8182, E-Mail Address: [dschumer@tandt.com](mailto:dschumer@tandt.com)  
 Toll-Free Customer Service: 800-747-8182 during regular business hours  
 24x7 Emergency Domestic Traveler Phone: 800-237-3950  
 24x7 Emergency International Traveler Phone: 402-399-4667 (collect)  
 Web-Site Address: [www.tandt.com](http://www.tandt.com), Ticket Purchase Web-Site Address: [www.travelport.net](http://www.travelport.net)

**Contract Revision effective January 1, 2007:** \$2.00 increase in the Base Ticket Fee due to the Sept. 2006 implementation of Global Distribution System (GDS) Fees by the airlines.

**Contract Revision effective January 1, 2008:** NO price increase for 2008 Renewal.

**Contract Revision effective January 1, 2009:** NO price increase for 2009 Renewal.

<b>COST PROPOSAL</b>		<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
<b>Fee for Service:</b>	<b>Fee Type</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>
<b>Base Ticket Fee:</b> Domestic Air  <b>Jan. 1, 2007 Increase -----</b>	E-Ticket with Personal Agent Assistance.....  .....  Delivery of E-Ticket.....	\$28.00  -----  Actual Cost	\$28.50  -----  Actual Cost	\$29.00 Plus \$2.00 GDS Fee <b>\$31.00</b>  Actual Cost	\$29.00 Plus \$2.00 GDS Fee <b>\$31.00</b>  Actual Cost	\$29.00 Plus \$2.00 GDS Fee <b>\$31.00</b>  Actual Cost	\$31.00 Plus \$2.00 GDS Fee <b>\$33.00</b>  Actual Cost
Web-Site On-Line Purchase (no assistance)	SUBTRACT From Base Fee	\$13.00	\$13.50	\$14.00	\$14.00	\$14.00	\$16.00
International Air E-Ticket	ADD to Base Fee	\$7.00	\$7.25	\$7.50	\$7.50	\$7.50	\$7.75
Paper Ticket Delivery or Overnight Delivery	ADD To Base Fee for Paper Ticket Delivery	Actual Delivery Charges	Actual Delivery Charges	Actual Delivery Charges	Actual Delivery Charges	Actual Delivery Charges	Actual Delivery Charges
Invoicing Fee For one Trip or Itinerary	Paper Invoicing Fee (in lieu of Credit card pmt)	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00
Flight Insurance for death and dismemberment	\$100,000 per Ticket or Passenger	NoCharge	NoCharge	NoCharge	NoCharge	NoCharge	NoCharge
Quarterly Report 25 City Avg. Price & Ad-Hoc Report	Hourly Fee	\$125/Hour Program & Research	\$125/Hour Program & Research	\$125/Hour Program & Research	\$125/Hour Program & Research	\$125/Hour Program & Research	\$125/Hour Program & Research
Travel Agent Intervention with Self-Booking On-Line Tool	After on-line Purchase, for personal Agent assist.	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	TBD

**Additional Terms:** \$7.00 transaction fee shall be assessed for on-line reservations involving ONLY lodging or car rental. (No fee assessed for phone reservations involving ONLY lodging or car rental.)

**Agent Assistance:** \$10.00 (capped at an average of 1 agent assistance per on-line reservation) in the event personal assistance is necessary after booking an on-line reservation.

**Training Hours included:** 8 hours, Travel & Communication Expenses: Billed at the actual expense.

Pricing firm for 365 Days  
 FOB: Ship Point, Payment Terms: Net

Minimum Order: One (1) Ticket or reservation  
 Contract extended to Political Sub-Divisions